

Welcome!



Logistics

SFA Standards

- ❖ Be Worthy of Trust
- ❖ Be Courteous
- ❖ Deliver Great Products and Services
- ❖ Be Efficient

PB0 on the Front Lines

- ❖ Outstanding Customer Service
- ❖ Action Planning
- ❖ Bureaucracy vs. PB0
- ❖ Flexibility in exchange for accountability

SFA Traditions



What messages did we hear?

What is Front-to-Back?

We will:

- ❖ Examine the process
- ❖ Learn about our business
- ❖ Explore the effect of measurement
- ❖ Review the role of modernization

Agenda: Front-To-Back

Opening

PBO Measurements

Student Aid Process

SFA Support

Conclusion